



U.S. General Services Administration

# GSA Fleet Overview and Offerings

GSA SmartPay® Training  
Forum  
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## GSA Fleet Value Proposition



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GSA Fleet has over 60 years leasing experience providing non-tactical motor vehicle support to both military and civilian customers.

The sole mission of GSA's Office of the Fleet Management is to deliver safe, reliable, and low cost vehicle solutions that allow Federal agencies to meet their mission requirements.

We actively support over 15,000 unique customers with more than 210,000 vehicles in domestic and overseas locations.

We continuously deliver the Right Vehicles, at the Right Price, with Great Service

And we provide the data required to effectively and efficiently manage your fleet.

## Agenda

- Who we are
- Purchasing Program
- Leasing Program
  - Structure
  - Benefits
  - Ancillary Solutions

## GSA Fleet Program Structure



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To help set the stage, overall the Federal Fleet can be broken down into approximate thirds, with the US Postal Service owning/operating a third, Federal Agencies owning/operating a third and GSA Fleet owning and leasing the final third.

As GSA Fleet, we operate two primary programs.

1. Our purchasing program (where we buy vehicles for other agencies and we are primarily a requisitioning service) and
2. Our Leasing Program (where we offer agencies a full shared service program covering all facets of fleet management).

Both the GSA Fleet Purchasing and GSA Fleet Leasing programs recently received Best In Class designations through the Government-wide Category Management Leadership Council.

Most Federal agencies, including DOD, operate a blended fleet where they elect to own/operate some vehicles AND they also lease vehicles from GSA Fleet Leasing.

3. We also offer a wide range of ancillary fleet services and
4. We provide robust, automated fleet management tools.

## Vehicle Purchasing

- Mandatory source for all non-tactical vehicles
  - [AutoChoice](#) online ordering tool
  - Professional engineering services including technical assistance and vehicle design services;
  - Professional contracting teams and customer staff;
  - Assistance with schedule 23V ordering
- Leverage buying power of federal government and achieve outstanding discounts below dealer invoice
  - 20.6% in FY2017
  - \$381M in cost savings
- Law Enforcement Upfits
  - Limits vehicle downtime, 20% cost savings



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For the purchasing side of the business, GSA Fleet is the mandatory source for acquiring non-tactical vehicles to all government agencies. This allows us to leverage the full buying power of the federal government and to achieve deep discounts.

In FY17, we purchased over 50,000 vehicles valued at more than \$1.5B and we achieved an average discount below dealer invoice of 20.6%. The discount equates to \$381M in cost avoidance/savings for the taxpayer.

- We offer a large selection of vehicles and have strong partnerships with the OEMs.
- Vehicle ordering is simplified through an online ordering process called Auto Choice
  - we are able to incorporate agency specific policy into the ordering instructions
- Dedicated customer service staff to assist with vehicle selection

- Engineers for non-standard vehicles

#### Historic Savings

- FY14 - \$315M (17.6%)
- FY15 - \$306M (18.9%)
- FY16 - \$364M (19.4%)

Not sure if your mission requires Law Enforcement vehicles or not. One of our newest offerings is focused on developing standardized law enforcement upfit equipment packages. We are seeing 20% savings.

## Vehicle Purchasing

	FY 2016	FY 2017	Percent Increase
Total Federal Purchases	53,013	50,111	-5.5%
Discount Below Invoice	18.9%	20.6%	9.0%
Alternative fuel Configurations	1,783	2,119	18.8%
EVs Purchased (including PHEVs)*	185	374	102.2%

\*Does not include Low Speed Electric Vehicles



## Vehicle Leasing

- Non-mandatory full service lease provider
- One of the largest non-tactical fleets in the United States
  - 1/3 of Federal vehicles



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On the Vehicle Leasing side of the house we are a Best In Class Preferred Provider, but we are not mandatory.

- We offer flexibility in fleet configuration and Size:
  - We own and operate a very diverse fleet of over 210,000 vehicles
  - Includes sedans, passenger vans, trucks, buses, ambulances and special purpose vehicles.
  - Largely a working fleet, with the majority of the vehicles being trucks
- As part of our operations, we have established a proven track record of successfully supporting diverse federal law enforcement, security and covert operations
  - Currently support 6,400+ (3%) Law Enforcement Vehicles serving 32 agencies



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- GSA partnered across the law enforcement community to create 31 standardized law enforcement packages. These packages support both purchasing/leasing customers.

Benefits include:

- OEM installation of LE related equipment (rather than aftermarket)
- Shared standards
- Streamlined acquisitions
- Enhanced asset transferability / usability
- Eased operational and training issues
- Significant savings (20% cost reduction for basic upfit / 50% reduction in acquisition timeline, standardized warranties reduced maintenance costs)

## Leasing Rates

**Monthly Rate + Mileage Rate = Total Monthly Lease Cost**

- GSA Fleet customers pay an all-inclusive monthly rate that covers:
  - Vehicle Acquisition
  - Maintenance Control & Accident Management
  - Recall Management
  - Fueling
  - Tags
  - Loss Prevention Services
  - Disposal /Remarketing of Replaced Vehicles
  - Robust Fleet Information Systems

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Our leasing program covers the entire vehicle life cycle from vehicle acquisition to final disposal and everything in between.

**(DISCUSS FEATURES ON SLIDE)**

GSA Fleet operates a technologically advanced, modern, safe fleet that costs less. The rates charged our customers are comprised of two components:

1. Monthly leasing rate
2. Mileage rate

We typically replace our vehicles every 3 to 7 years allowing us to take advantage of new technology and to keep maintenance and repair costs to a minimum.

We are the Low cost service provider. Our rates are less than other agency operating rates and we are much cheaper than commercial leasing alternatives.

- Over the last six fiscal years, we achieved a consistent trend

of \$.24 cost per mile savings (when compared to operating costs reported by other agencies.

- Looking at FY15, the last Federal Fleet Report Published, GSA Fleet leased vehicles demonstrate average savings of \$2,514 per year per vehicle.

Less vehicle downtime: GSA Fleet consistently keeps a 98% fleet utilization rate, meaning only 2% of the inventory for the entire year was out of service, such as for repair, assignment, sale or transfer.

Using GSA Fleet Leasing Minimizes Capital Requirements and Financial Risk. - Our leasing arrangements allow agencies to budget and plan for their Fleet program costs. Because the leasing agency is not purchasing the vehicle there is no agency outlay of capital and there is low financial risk.

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- The industry average maintenance and repair cost per mile is \$0.0758 for [2016](#). In comparison, GSA Fleet achieved a \$0.0475 maintenance and repair cost per mile for fiscal year 2016.
- GSA Fleet turns over its inventory at more than twice the rate of other agencies, thereby more rapidly introducing fuel efficient and advanced technology that reduces operating costs, fuel usage and GHG emissions.

## Federal Fleet Cost Comparison

- FY2015 average cost per mile savings of \$0.35 per mile by using GSA Fleet Leasing instead of agency's owning their fleets

Fiscal Year	Cost Per Mile		
	Agency Owned	GSA Fleet Leased	Savings
2011	\$0.85	\$0.63	\$0.22
2012	\$0.78	\$0.66	\$0.12
2013	\$0.91	\$0.65	\$0.26
2014	\$0.95	\$0.68	\$0.28
2015	\$0.92	\$0.57	\$0.35

Notes:  
Chart excludes Postal Service  
FY2016 Federal Fleet Report not published

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It is important to realize that the cost savings depicted are based on the financial numbers that agencies self report to the Office of Government-Wide Policy through the Annual Federal Fleet Reporting process.

The significance of this is that agencies are submitting data indicating that GSA Fleet Leasing is more cost effective.

## Fleet Customer Service

- GSA Fleet Service Representative serves as a liaison to the local customer
  - Established by the location of the vehicle
  - Works with the driver/designated customer contact on a day-to-day basis
- Fleet Management Center (FMC) Directors
- Assigned National Account Advisory Team
- Forums
  - Customer Meetings
  - FedFleet

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Providing great customer service is a stated part of our value proposition and it is a commitment we require our team members to execute on every day.

GSA Fleet employs fleet service representatives across the nation that work directly with customer agency end users (like field managers and drivers) throughout the entire leasing life cycle.

These FSRs serves as a liaison to the local customer. They are assigned according to the location of the vehicle.

The FSRs works with the drivers or designated customers to:

- Order vehicles
- Resolve Billing questions
- Manage expenses
- Coordinate Maintenance and repair issues

Fleet Management Center Directors

In addition to the FSRs, the Fleet Customer Service Model also assigns senior leaders in the GSA Fleet Organization to serve as as assigned representative to your headquarters team. We called these representatives NAATs - National

Account Advisory Team.

## Maintenance & Accident Management

- Trained technicians available 24/7 with maintenance and repair history on all vehicles
  - Authorize maintenance and repair
  - Assist customer in filling out accident reports
  - Ensure vehicles get to the correct repair shop at the best price

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Our Maintenance Control and Accident Management Centers are key to our program success and to keeping our operating costs down.

These call centers are staffed with trained automotive professionals and former mechanics.

When a car is taken in for repair, or involved in an accident, they are able to negotiate with service providers to ensure the maintenance quoted is required and the government is being charged a competitive rate.

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### **Maintenance Control Center (MCC):**

- 1-866-400-0411, Option 1 -- 6:00 a.m. to 6:00 p.m. (CST)
- Vendors must call MCC for prior authorization of any repair OVER \$100 & for all tire or battery replacement
- Got a maintenance or repair question?

### **Accident Management Center:**

- 1-866-400-0411, Option 2 - 6:00 a.m. to 6:00 p.m. (CST)
- In the event of an accident:
  - Notify GSA's AMC within 1 business day:
    - Submit accident reports
    - Estimates will be needed

- Photos of damages are required from vendors



## GSA SmartPay Fleet Service Card

- Every vehicle has a Fleet Services Card
- Accepted at 180,000+ locations
- Used for fuel, minor maintenance, and repair
  - (under \$100)
- Cards are monitored for fraud, waste and abuse



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Lost/Damaged cards can be reordered through GSA's online portal GSA Fleet Drive-thru at <https://drivethru.gsa.gov>

In accordance with the Federal Acquisition Regulation (FAR) 13.301, the governmentwide commercial fleet account is authorized for the purchase of fuel, maintenance and repair of government owned/operated motor vehicles, aircraft, boats, and motorized equipment. GSA SmartPay fleet accounts are assigned by Fleet Managers or Fleet Service Representatives. Federal Government or other authorized employees may use the fleet accounts assigned to that vehicle or equipment. As an account holder, your personal credit history is not a criterion for using a fleet account.

Fleet Payment Solutions:

**Full Service Accounts** – Used to provide both fuel and maintenance to the majority of the GSA Fleet. Where the WEX card cannot be swiped merchants can call in to receive a MasterCard number via the phone that bills to the same account

**MasterCard** – Used in Puerto Rico, Virgin Islands, and America Samoa

**Fuel Only** – Used primarily for our short term rental program to fuel vehicles used only for short duration where maintenance will not be an issue

**Maintenance Only** – Used only in very rare cases

Examples of authorized purchases include:

Regular unleaded self service fuel

Immediately consumable items for vehicle (quart of oil, washer fluid, etc.)

Required preventative maintenance

Car washes (not to exceed \$25 per month or as determined by your agency)

Mechanical repairs

Examples of unauthorized purchases include:

Premium or full service fueling

Maps, air fresheners, food, etc.

Buying services in excess of required repairs

Excessive car washes or details

Upgrading tires or accessories (may vary depending on specific agency policy)

## Remarketing / Vehicle Disposal

At the end of the leased vehicle's life, GSA Fleet sells the used vehicle at commercial public auctions

In FY17:

- 27,299 vehicles sold
- 106.4% of Blackbook



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At the end of the vehicle life cycle, we manage the remarketing and sale/disposition of the asset. In FY2017, we replaced 33,572 leased vehicles.

The new vehicles purchased were on average 13% more fuel efficient than vehicles replaced

We sold 27,299 vehicles with total sales proceed of \$293M

We realized approximately 106.4% of black book value (vehicle net sales proceeds relative to fair market value)

Capital achieve from sales are often reinvested in the program to keep our fleet leasing rates low

## **Expediting Vehicle Orders**

- Annual CAM Process - cyclical replacement process
- Additional - order anytime but have to wait for vehicle to be built and delivered
- Turn-in - obtain permanent vehicle or use until new vehicle can be delivered
- Express Desk - expensive, not used often
- Short Term Rentals - for emergency/temporary use

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Annually, GSA replaces vehicles and gives agencies opportunity to participate in the replacement process

## Fleet Solutions

- Innovative products and services to support ancillary vehicle needs
  - Newsletter
  - Telematics
  - Short Term Rental (STR)
  - FedFMS
  - Fleet2GO
  - Dispatch Reservation Module
  - AFV Tool and Guide
  - Driver and Fleet Management Training



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GSA Fleet offers a wide array of ancillary support programs to our leasing customers.

From Telematics to Driver training - we can meet your requirements

Other solutions which we are working on

### Toll Management

- All tolls are the responsibility of the operating agency
- Tolls are often mismanaged, resulting in costly penalties for late payments and increased administrative burden
- Payment through WEX cards is NOT permitted
- Aftermarket solutions exist that could improve this process and make toll management easier
- GSA Fleet is in the market research phase of identifying potential solutions

## Envisioned Future of Telematics

- Base package included in GSA Fleet Leasing Rate
  - Start small in 2019
  - Phase in for replacement eligible vehicles each year
  - Automate manual processes (mileage reporting, oil change notifications, energy consumption for EVs etc.)
- Expanded packages available to customers
  - Customers can opt into subscriptions inclusive of GPS
    - GSA default subscription **will not** include GPS
  - Cameras
  - CAC card readers
- Simple plug/play device
  - Secure and compatible across all vehicle makes/models
  - Professional on-site installation option

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Telematics - we are working to enhance our telematics offerings. We currently have a BPA in place with ATT that can address telematic needs.

We see Full service telematics on the horizon.

- As vehicles become eligible for replacement each year, GSA Fleet will provide a telematics device with the vehicle for all customers.
- The devices allow GSA Fleet to automate manual processes (oil changes notifications, **mileage reporting**, accident data).
- Telematics will be included in the GSA Fleet rate
- In 2018, we will install devices on a select few vehicles. If all goes well, in the 2019 acquisition cycle we will install devices in all vehicles.

We envision this solution bringing transparency to fleet management, positively impact vehicle maintenance and driver behavior.

Adding telematics to our leased vehicles is a strategic decision which we hope to be a value add for our customers.

- GSA's default telematic feed will not include GPS and will only report certain fields directly to FMS to help ease manual inputs (i.e. mileage, maintenance data etc)
- Expanded packages will be available for customers to also opt into with and without GPS, also there will be a variety of ancillary services (i.e. cac card readers, wifi capability, driveri cameras etc)

Access to a sophisticated web portal for viewing reports, trends and events

- Data integration capabilities with FMS via open APIs- Information that will be shared includes account management information (enrollments/ service level change requests from an agency would flow directly to the vendor)
- Data integration from the hardware to FMS will ease customer input and ensure real time delivery of reliable data

## Short Term Rental Program

- Offers access to commercial vehicles and equipment rental companies
- Designed to address immediate, short term needs to support surge capacity, emergency response, and other unexpected requirements.
- It can be used for up to 120 days for vehicles and 365 days for equipment
- GSA Fleet handles all of the procurement
- Use On-Demand feature to schedule a block of time

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### Short Term Rental

- Our STR program offers access to commercial vehicles and equipment rental companies
- Designed to address immediate, short term needs to support surge capacity, emergency response, and other unexpected requirements.
- It can be used for up to 120 days for vehicles and 365 days for equipment
- GSA Fleet handles all of the procurement for you
- We listened to you and improved our STR program by launching On-Demand.
  - The On-Demand feature allows customers to schedule vehicle rentals at the vendor's website in advance for a defined period of time.
  - This eliminates scheduling vehicles at the time of task order issuance.
  - Customers will no longer need to cancel STR requests and reissue when dates change, significantly improving user experience and program efficiency.
  - This aligns with industry practices and reduces the time



customers, vendors and STR technicians spend on smaller orders, effectively removing both the vendors and STR technicians from the scheduling process.

Other benefits of the STR program include:



- Lowest available commercial rates
- Easy, hassle-free procurement
- Convenient online request system, available 24/7
- No administrative fee
- Fuel cards provided
- Tax-exempt rentals (in most states)
- Charges conveniently appear as a line item on your GSA bill
- No fee for additional drivers

The STR program provides more than 70 types of vehicles, including:

- Sedans of all sizes / Minivans / Passenger and cargo vans
- SUVs / Light trucks / Box, flat-bed and stake trucks
- Buses (without drivers) /Refrigerated trucks and trailers
- Tractors and trailers

More than 270 types of heavy equipment are also available, including but not limited to:

- Fork lifts / Scissor and boom lifts / Generators /Light towers
- Backhoes / Dozers / Dump trucks / Drum rollers
- Excavators / Trenchers / Portable AC units and a full range of ductwork
- Bucket trucks



- Web-based Federal Fleet Management System
- Assists agencies with managing their agency owned assets
- Identify, collect and analyze motor vehicle data
- Import data from fleet fuel card systems
- Automated data feeds for data housed in other GSA systems
- Upload bulk data
- Assists with meeting oversight reporting requirements including FAST Asset Level Data reporting
- Addresses regulatory requirement to have a robust Fleet Management System
- Provided at no additional cost

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FEDFMS - We created a mirror system to our leasing Fleet Management System and offer it free of charge to agencies to assist with managing their owned assets.



- Mobile application improves on-road experience
  - Store up to 5 vehicles per user profile
  - Locate nearby GSA authorized maintenance/repair vendors
  - Receive open recalls/preventative maintenance reminders
  - Access data on what to do in the event of an accident
  - Contact roadside assistance, even after hours
  - Link to Department of Energy's Alternative Fuel Station locator
  - Access WEX Connect to find fueling locations that accept GSA's Fleet Service Card

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- GSA Fleet leasing customers now have access to field support anytime and anywhere.
- Mobile application improves on-road experience
  - Store up to 5 vehicles per user profile
  - Locate nearby GSA authorized maintenance/repair vendors
  - Receive open recalls/preventative maintenance reminders
  - Access data on what to do in the event of an accident
  - Contact roadside assistance, even after hours
  - Link to Department of Energy's Alternative Fuel Station locator; and
  - Access WEX Connect to find fueling locations that accept GSA's Fleet Service Card

- Allows agencies to form motor pools of Agency Owned and GSA Fleet Leased vehicles
- Facilitates car sharing
- Schedules vehicle reservations
- Dispatches vehicles to drivers
- Enhances utilization / generates utilization reports

DRM - is a module that allows agencies to combine their owned and leased vehicles into motor pools and manage scheduling of their assets.

It is a great tool to enhance car sharing and improve overall utilization

## AFV Tools and Guides

- Alternative Fuel Vehicle Product Guide Published Annually
- Lease versus Buy Acquisition Decision Tool
- Live Training on meeting Federal sustainability mandates
- Assistance with Reporting
- Electric Vehicle Charging Station RPA



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AFV Tool, decision tree and guide - we publish tools to assist agencies with making the right vehicle selection, taking mission needs and sustainability goals into consideration.

- AFV Product Guide Published Annually
  - A comprehensive listing of our over 2,000 AFV product offerings which include hybrids, electrics, E85, CNG, low GHG gasoline vehicles, B20 capable and more. Published each fall when awards are made
  - help you meet the EO 13693 requirement to acquire 20% of sedans as ZEVs by 2020
- Lease versus Buy Acquisition Tool
  - GSA tool for comparing AFVs, including total costs from a lease versus buy perspective.
  - Users can compare up to 10 different vehicles taking into consideration location and fuel type
- Training on Meeting Federal Sustainability Requirements
  - As needs arise our dedicated AFV Team provides Live training on topics such as how to prioritize sustainability requirements

- Assistance with Reporting
  - We are here to assist you with annual reporting to the FAST data portal
- Electric Vehicle Charging Station BPA
  - Level 1, 2 and DC FAST Charge Options; 5 manufacturers; XX Configurations; Option for network services in the out years; different mount types; since the micropurchase threshold increased to \$10K, agencies can buy 1-2 directly from the vendor with a purchasing card.
  - Prenegotiated so firms have already been given a fair opportunity per FAR 8.405-3(s) (meaning agency can order directly from firm that has lowest priced model within a CLIN)
  - Installation not included in BPA
    - Can be contracted separately by purchasing agency's CO
    - GSA PBS Special Programs Division has contract vehicles and experience with EVSE installations ([jim.oberg@gsa.gov](mailto:jim.oberg@gsa.gov))
    - GSA Areawide Agreements, Utility Companies and local organizations can also be resources

## System Interface: Drive-thru

- GSA Fleet DriveThru is our Online customer-facing data portal
  - Report Mileage and enter Customer-Driven DataPull Inventory, AIEs, Accidents, Maintenance and CAM reports
  - Access Speedpay, Training, CAM and order replacement fuel cards
  - Download files formatted for easy upload to FAST
- Systems modernization planned over next few years
  - Envision future will rely on APIs rather than direct interfaces

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Our customer-facing portal Drive-thru allows you to pull a variety of reports to really give you a pulse on your fleet.

Your drivers can Report Mileage and enter Customer-Driven Data; they can request new vehicles and access training.

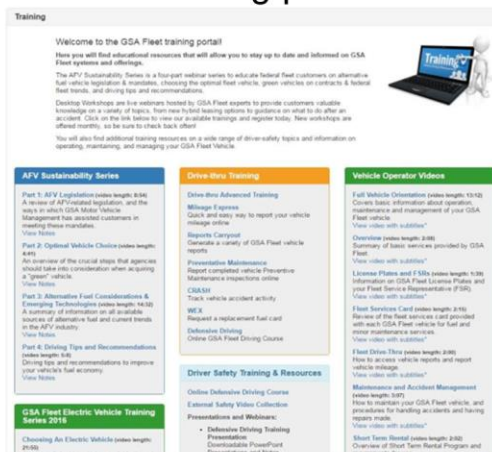
There are a variety of reports you can pull--one being a file that is perfectly formatted for upload to FAST. I know in an ideal world the API would allow us to pull information directly from our systems to FAST. However, the the point of this process, is that the FAST team (OGP and INL) want agencies to consciously be uploading to FAST as it is their responsibility to report.

## Online Training

- Fleet Drive-thru is GSA Fleet's training portal

- Drive-thru Topics
- Desktop Workshops
- AFV Sustainability
- Vehicle Operator Videos

- FedFleet



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GSA Fleet Drive Thru is the online portal to access leased vehicle information to efficiently manage fleets. It is also the portal through which to access many GSA Fleet training offerings.

### Drive Thru Training

**CAM (Customer Acquisition Module)**(video length: 54:41) - An online method for agencies to request and review their vehicle replacements.

**CRASH** (video length: 2:30) - Access accident related data for your GSA Fleet vehicles using the Crash module

**Customized Inventory Report** (video length: 2:33) - Generate your own real time inventory reports for your assigned vehicles using the Reports Carryout Customized Inventory Report tool.

**Defensive Driving** (video length: 1:04) - Online GSA Fleet driving course

**Fleet Card Replacement Ordering**(video length: 1:57) - Instructions for ordering replacement fleet cards for your GSA Fleet vehicles

**Preventative Maintenance** (video length: 1:56) - A How-To guide for reporting completed preventative maintenance for your GSA Fleet vehicles



**Desktop Workshops** - Online training classes about all facets of Fleet leasing and management

- Maintenance and accident management
- Defensive Driving
- Preventative Maintenance
- Recall Management
- AFV Sustainability Series
  - selecting an AFV
  - purchasing/installing a charging station
- Customer Acquisition Module
- Recorded and posted for on demand training

**AFV Sustainability Series**

**Vehicle Operator Videos**

**FedFleet - Annual Training venue**

- held in concert with the Washington Auto Show at the DC Convention Center
- meet the OEMs
- see / review vehicles
- Take in person training - last year over 40 classes with 8 computer labs

## Driver Training

- **Defensive Driving Course**
  - 4 Hours
  - On-line
  - Self Paced
  - Highly attended each year with positive reviews
- **Professional Truck Driver Training**
  - New offering
  - Similar format
- **Eligibility**
  - GSA Fleet leasing customers
  - Offered at no additional costs
  - Receive certificate from the National Safety Council

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### **Defensive Driving Course**

- four-hour online course
- presents real-life driving situations and hazards.
- motivates drivers to change their driving habits and behaviors to avoid collisions and traffic violations.

### **Professional Truck Driver**

- New addition to curriculum
- four-hour online course
- addresses the most common causes of truck-related crashes
- provides practical knowledge and techniques to avoid collisions and traffic violations.

### **Eligibility**

- GSA Fleet leasing customers
- No additional costs
- Issue certificate from the National Safety Council
- in many states, can be used to lower personal automobile

insurance rates.

## Benefits of GSA Fleet Leasing

- Low cost provider
- All-inclusive rates
- Predictable budget planning and no capital outlay
- Automated information systems
- Network of knowledgeable Fleet Service Representatives
- Guaranteed vehicle replacements: modern, safe, fuel-efficient
- GSA Fleet Card with Loss Prevention Team
- Maintenance Control Center and Accident Management Center
- Reduce fleet administrative burden
- Less vehicle downtime
- Flexibility in fleet configuration and size requirements
- Streamlined fleet solutions

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Leave you with a summary of the benefits enjoyed by leasing from GSA Fleet.



Questions?

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